

Appendix L: Goals, Objectives, Strategies and Measures

The Nevada Aging and Disability Services Division sets forth the following 2012-2016 Goals and Objectives with associated Strategies.

Goal 1: Older Nevadans have a seamless and comprehensive support services delivery system to improve their independence and dignity.

In an effort to develop a seamless and comprehensive support services delivery system, ADSD will:

Objective 1.1: Coordinate services and programming among OAA funded initiatives including Title III, Title VII and Title VI, ACA mandated program areas and sister agencies.

Objective 1.2: Educate and collaborate with community advocates, long-term supportive services providers, educational systems and other entities to identify gaps in services and develop a safety net for those in need.

Objective 1.3: Implement Core Services and Services Priorities to ensure the most critical services are offered to the highest need consumers first.

Strategies	Responsible Party	Completion Date
Continue a collaborative workgroup of OAA program directors, sister agencies and other stakeholders to streamline processes.	ADRC Project Manager	Quarterly thru 2016
Provide training to ADSD grantees and partners to ensure comprehensive, accurate information is provided to all service providers.	RD Unit	Quarterly thru 2016
Educate and encourage community partners and program clients to continue advocacy efforts.	RD Unit	Quarterly thru 2016
Inventory services and identify gaps in services annually.	ADRC Project Manager	Annually thru 2016
Develop universal screening tools to help identify clients with the highest need for priority of services.	RD Unit	September 2013
Implement and review ADSD Core Services annually	RD Unit	Annually thru 2016
Work collaboratively with Title VI program directors through existing grantee partnerships to encourage	RD Unit	Quarterly thru 2016

coordinated programming for all LTSS services.		
------------------------------------------------	--	--

Performance Measures

- ✓ Track the number of trainings and collaborative meeting held each year.
- ✓ Track the number of new services added to the Nevada ADRC web portal each year.
- ✓ Measure the change in services among priority populations.

Goal 2: Older Nevadans, persons with disabilities, their families and caregivers have access to a statewide network of single point of entry sites that provide a comprehensive array of information, referral, intake assessment and eligibility determination services.

In an effort to develop a network of single point of entry sites in Nevada, ADSD will:

Objective 2.1: ADRC discretionary grant activities are integrated with OAA core programs, ACA mandates and programs within sister agencies.

Objective 2.2: Expand ADSD IT infrastructure to increase capacity for information sharing and build a network for referrals throughout the LTSS.

Objective 2.3: Increase access and awareness of ADRC program sites throughout the state.

Strategies	Responsible Party	Completion Date
Develop multiple sustainable funding opportunities for new and ongoing initiatives between ADRC and multiple partners.	ADSD Administration, ADRC,SHIP Director, ADRC Project Manager	Ongoing through 2016
Strengthen access to Options Counseling through continued training and collaboration with ADRC, SHIP and Senior Medicare Patrol.	ADRC, SHIP Director, SMP Program Officer, ADRC Project Manager	Ongoing through 2016
Expand the number of ADRC sites throughout the state, particularly in rural areas.	ADSD Administration/ADRC Project Manager	Ongoing through 2016
ADSD program will continually evaluate program and resource information to add content to the ADRC portal for consumers and provider networks.	ADSD Staff	Ongoing through 2016
Develop a statewide marketing campaign in conjunction with Nevada 2-1-1 to increase awareness and access to ADRC services.	ADRC Project Manager, 2-1-1 Partnership Committee	October 2013 (launch)
Continue efforts with NV Medicaid and	ADSD Administration, NV	July 2015

DWSS to create a seamless entry portal for public LTSS benefits.	Medicaid Administration, & DWSS Administration	(launch)
------------------------------------------------------------------	------------------------------------------------	----------

Performance Measures

- ✓ Track the number of new funding streams for ADRC services each year.
- ✓ Track the number of consumers served and the types of services made available through the ADRC program each year.
- ✓ Track the number of new ADRC sites added biannually.
- ✓ Review and report status of IT infrastructure efforts to COA, Stakeholders and partners annually.

Goal 3: Older Nevadans and their families have choices they can make about their long term care options.

In an effort to develop an array of services in Nevada, ADSD will:

Objective 3.1: Evaluate and implement a variety of options for service delivery, including payment options and volunteer programs to increase access to long-term support services.

Objective 3.2: Increase client assessments for priority determinations, options counseling and caregiver support to ensure awareness of available programs and services.

Objective 3.3: Develop a variety of training tools for ADSD staff, grantees and community providers for assessments, consumer directed care and nursing home diversion.

Objective 3.4: Create opportunities for nursing home diversion and transition in close coordination with sister agencies, hospitals, rehabilitation centers and other community partners.

Strategies	Responsible Party	Completion Date
Explore and implement voucher program options as well as sliding fee scale options for service delivery in an array of programs.	CBC Unit, RD Unit, Supportive Services Unit	July 2015
Initiate a volunteer program to engage more volunteers and expand service delivery across the state.	Supportive Services Unit, RD Unit	July 2015
Develop caregiver training to increase awareness of available supports and services.	Respite Coordinator	October 2013
Develop training on consumer directed care, self-advocacy and assessments for service providers, caregivers and	Supportive Services Unit, RD Unit	October 2015

consumers.		
Emphasize healthy living and nursing home diversion in the Title III-B and ILG RFP funding structure.	RD Unit	January 2013, January 2015
Develop a communication strategy that leads to a collaborative approach between ADSD, Hospital Discharge Planners, and other critical pathway providers, and families/patients at high risk for nursing home admission to ensure a safety net of services.	Supportive Services Unit, RD Unit	Ongoing through 2016
Develop a seamless referral and evaluation process with partners to emphasis diversion and transition activities.	ADRC Program Manager, CBC Unit and RD Unit	Ongoing through 2016

Performance Measures

- ✓ Track the number/types of services made available through alternative funding streams.
- ✓ Track the number/types of caregiver and consumer assessments completed each year.
- ✓ Track the number of completed trainings each year by type (consumer, caregiver, service provider)
- ✓ Measure the satisfaction of diversion and transition services through surveys each year.

Goal 4: Older Nevadans are active and healthy with the support of evidenced-based health promotion and disease and disability prevention programs.

In an effort to ensure active and healthy Older Nevadans, Nevada, ADSD will:

Objective 4.1: Integrate Supportive Services (Title III) and Elder Rights (Title VII) programming with evidence-based health promotion and disease and disability prevention programs to enhance access and participation across the service system.

Objective 4.2: Explore opportunities to expand evidence-based health promotion, and disease and disability prevention activities.

Objective 4.3: Improve access to healthcare through education and benefits counseling for Medicare, Medicaid and general health insurance benefits.

Strategies	Responsible Party	Completion Date
Educate, promote and encourage community partners, grantees, and Title VII staff to advocate for healthy lifestyles and refer clients into evidence-based programs.	Supportive Services Unit, Elder Rights Unit, CBC Unit	Ongoing through 2016
Identify external agencies and organizations with similar interests in health promotion, and disease and disability prevention and establish collaborative partnerships with them to address needs.	Supportive Services Unit, RD Unit	Ongoing through 2016
Increase training and awareness to SHIP, SMP and ADRCs for health promotion and preventive benefits	Supportive Services Unit	Ongoing through 2016
Increase the number of SHIP counselors statewide through increased training and collaborations.	SHIP, ADRC Director	Ongoing through 2016
Participate in opportunities made available through the ACA to increase awareness and access to health insurance options for all Nevadans.	SHIP, ADRC Director	Ongoing through 2016

Performance Measures

- ✓ Track the number of clients participating in evidenced-based programs each year.
- ✓ Track the number of new, certified SHIP Counselors each year.
- ✓ Track the number of consumers provided benefits counseling each year.

Goal 5: Older Nevadans have an efficient system that promotes and protects their safety and rights.

In an effort to promote and protect the safety and rights of Older Nevadans, Nevada, ADSD will:

Objective 5.1: Expand and improve training opportunities related to elder abuse, neglect, exploitation and isolation for caregivers, providers and grantees.

Objective 5.2: Promote resident rights, decreased Medicare waste, errors and abuse, and decreased elder abuse, neglect and exploitation.

Objective 5.3: Provide legal services to the target groups specified by the OAA, with emphasis on ADSD priority populations for services.

Strategies	Responsible Party	Completion Date
Work collaboratively with law enforcement, attorney general's office and the Bureau of Health Care Quality and Compliance to present trainings related to elder abuse, resident's rights and Medicare waste.	Elder Rights Unit, SMP Program Officer, LTC Ombudsman	Ongoing through 2016
Increase the number of Volunteer LTC Ombudsman each year to ensure statewide promotion of resident's rights and improve resident stays	LTC Ombudsman	Ongoing through 2016
Increase the number of SMP volunteers to prevent Medicare waste, errors, and abuse.	SMP Program Officer	Ongoing through 2016
Evaluate reports from legal services providers to identify gaps in available services each year.	ADSD Legal Services Developer	Ongoing through 2016

Performance Measures

- ✓ Track the number of trainings conducted each year by Elder Rights, SMP and LTC Ombudsman.
- ✓ Track the number of new SMP and LTC Ombudsman volunteers each year.
- ✓ Calculate Medicare savings realized by SMP hotline each year.
- ✓ Track the number of legal services provided each year, including the number of new services added.